

Facilities Management Supervisor Apprenticeship Level 3

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Introduction

This document explains the Capital City College Training vision of the Level 3 Facilities Management Supervisor Apprenticeship. It includes:

- The role profile as defined by BIFM
- Behaviours and personal attributes required for the job
- Entry requirements for the qualification
- The qualifications included in the programme
- A simplified model of delivery for a group
- A detailed model of delivery taking into account the specific demands of Facilities Management companies and included in these standards
- A flowchart of the apprenticeship from beginning to end designed by BIFM.

The detailed model includes ideas of how to use the 20% off-the-job training time. All Facilities Management Companies provide formal and informal training that can be used as evidence for this funding requirement. Apart from the suggestions on the delivery model (shadowing a senior manager, researching and writing assignments, in-house formal or informal training) there are other activities that can fit easily with facilities managers routines and are also useful for the employer:

- Work Journals
- Writing reports on potential projects including costs
- Meetings with clients or tenants or contractors
- Keeping a log of all activities that relate to the job
- Examining a company policy's strengths and weaknesses
- Developing and designing a new processes and procedures

Challenges, opportunities and risks

The introduction of new Apprenticeship standards is a challenge for employers, apprentices and training providers. At the same time, BIFM has developed a range of Apprenticeship programmes that sets the standard and is embraced around the world. This will have a major impact on the profession in the future.

Not using this opportunity for improving the skills of employees will put employees at risk of being left behind in quality – compared to the best companies – and not being attractive to job applicants who want to stay in the facilities sector in the long term.

Role Profile

This apprenticeship prepares an individual for managing a facilities management service, or a group of services, which can be labelled as 'hard' (estate/building management) or soft (catering/cleaning/administration/security). All apprentices will be required to supervise others; to understand the contractual requirements and service delivery targets between their employing organisation and the client/customer in order to achieve service targets. The apprentice will have to provide customer service skills and be proactive in finding solutions to problems.

Personal attributes and behaviours expected

- Analytical: Systematic in their approach to understanding a problem
- Customer Focused: Considerate of the needs of users and stakeholders
- Collaborative: Able to work as part of a team and with a wide variety of stakeholders
- Effective communicator: Ability to build relationships based on common understanding
- Flexible: Capable of adapting to changing circumstances and expectations
- Honest: Truthful in the dealings with stakeholders
- Methodical: Detailed in the way they go about their work

Entry Requirements

- The student must be working in a Facilities Management organisation
- The Level 3 apprenticeship framework is suitable for students who have completed Level 2 and want to progress further into senior and supervisory roles
- Students have to undertake an initial assessment to determine their level of English and Maths
- 5 x GCSE's A to C, including English and Maths, to provide an exemption for Functional Skills examinations

Qualifications included in the programme

- BIFM Level Diploma in Facilities Management
- Level 2 Functional Skills qualification in Maths (if required)
- Level 2 Functional Skills qualification in English (if required)
- Apprenticeship Certificate

The programme offers a broad range of optional units to meet the needs of different organisations within the Facilities Management Sector.

Professional Recognition

Apprentices will receive up to two years studying membership of the British Institute of Facilities Management (BIFM) and on completion of the apprenticeship will meet the qualifying criteria for Associate Membership of the Institute.

Progression

Completing this apprenticeship programme will enable progression into a wide range of senior roles within the Facilities Management area roles such as a Facilities Manager, Premises Manager, Energy Services Manager or Contract Manager. In addition, by completing this programme you can progress to a Level 4 Diploma in Facilities Management for Operational FM's or through the professional membership pathway, which ultimately leads to recognition as a Certified Facilities Manager by BIFM.

Assessment

The work is assessed on-programme through an electronic portfolio and will include:-

- Portfolio of evidence
- Reflective Log
- Theoretical case study / project
- Summary Record of Achievement

At the end of the qualification the student will be assessed by independent End Point Assessors (BIFM)

This will consist of:-

- a Knowledge Test (10 structured questions and 20 multiple choice) under invigilated conditions
- a Competency based interview to assess knowledge, skills and behaviours

Grading

Pass is 70-89%

A Pass represents the minimum acceptable standard for the industry, with the apprentices achieving all the knowledge and skills required within the standard and demonstrating a consistent level of behaviours.

Distinction is 90% or above

A Distinction will provide transparency to an apprentice's skills and abilities in planning, quality and time. An apprentice who attains a Distinction will consistently demonstrate a high level of knowledge and skill. They will also demonstrate the behaviours expected of a high performing worker through the EPA.

If an apprentice fails an assessment they cannot be awarded a Distinction in subsequent retakes.

Length of the programme

18 to 24 months depending upon completion of the course and includes the 3 months designated for the End Point Assessment process, by BIFM.

Delivery pattern

Through workshops and other activities at the workplace or at the College. A blend of theory and practical sessions will be delivered by qualified trainers. The trainers will support the students to achieve their qualifications and to prepare for the End Point Assessment. The apprentices will have to carry out research and write assignments amongst other activities within their 20% off-the-job training. Every 8 weeks a Learner Progress Report will be completed by the trainer and sent to the Employer.

Delivery Plan – (48 credits and 225 GLH)

Session 1	Session 2	Session 3
Induction • Course Overview and BIFM • College Policies & Procedures, Student Handbook, Smart Assessor – E Portfolio	Workshop – Mandatory Units • FM 3.01 Introduction to FM • Portfolio Development • Tutorial	Workshop – Mandatory Unit • FM 3.02 Corporate social responsibility and sustainability in FM • Portfolio development • Tutorial
Session 4	Session 5	Session 6
Workshop – Mandatory Unit • FM 3.03 Customer & Stakeholder relations in FM • Portfolio Development • Tutorial	Workshop – Mandatory Unit • FM 3.04 Specification & Procurement of supplies in FM • Portfolio Development • Tutorial	Workplace Visit – Mandatory Unit • FM 3.05 Health & Safety • Observation • Professional Discussion
Session 7	Session 8	Session 9
Tutorial Session • Portfolio Development	Workshop – Optional Unit • FM 3.07 Budget Management of FM operations • Portfolio Development • Tutorial	Workshop – Optional Unit • FM 3.08 Understanding FM within the context of an organisation • Portfolio Development

Session 10	Session 11	Session 12
Workshop – Optional Unit • FM 3.11 Building Maintenance in FM • Portfolio development • Tutorial	Workshop – Optional unit • FM 3.09 Understand Support Services Operations in an organisation • Portfolio development • Tutorial	Workplace Visit • Professional discussion • Observation
Session 13	Session 14	Session 15
Workshop – Optional unit • FMP 413 Manage Operational Performance in FM • Portfolio development	Tutorial Session • Portfolio development	Workshop – Optional unit • FM 3.13 Contribute to Disaster Recovery and contingency planning • Portfolio development
Session 16	Session 17	Session 18
Workshop – EPA Preparation • Mock Test • Portfolio Review	Workshop –EPA Preparation • Mock Interview • Mock Test • Portfolio Review	Workshop – EPA Preparation • Mock Interview • Final Portfolio Checks
Session 19	Session 20	Session 21
BIFM End Point Assessment • Exam • End Point Assessment	BIFM End Point Assessment • Interview • End Point Assessment	BIFM End Point Assessment • Final Assessment of Portfolio

BIFM Level 3 Facilities Management Apprenticeship

